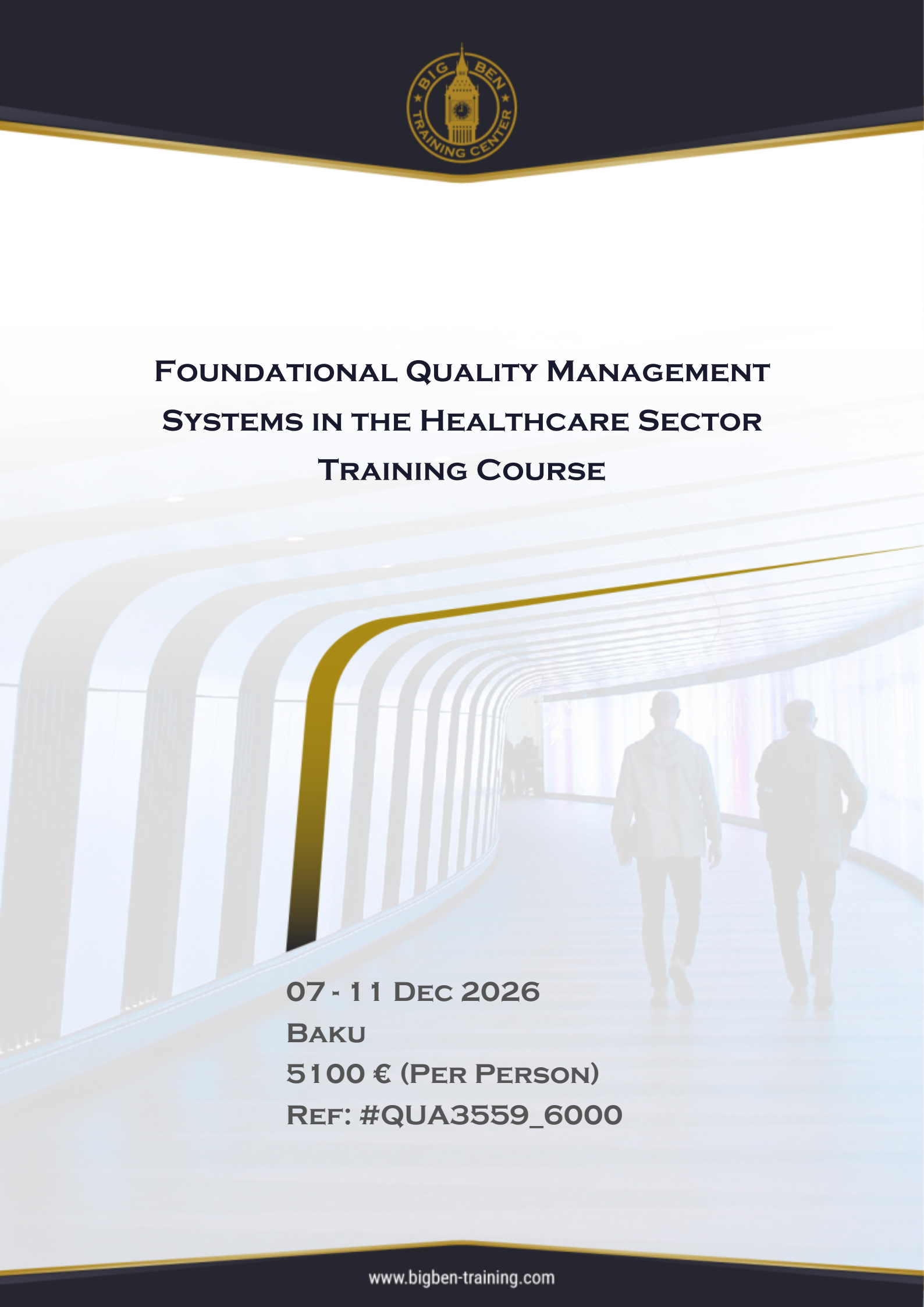
Foundational Quality Management Systems in the Healthcare Sector Training Course



07 - 11 Dec 2026

Baku

5100 € (Per Person)

Ref: #QUA3559_6000

Course Introduction / Overview:

In the healthcare sector, quality is not just a business objective, it's a matter of patient safety and public trust. This training course is designed to provide professionals, administrators, and clinical staff with the frameworks and practical skills to implement and manage a Quality Management System (QMS) tailored to the unique challenges of the healthcare industry. It goes beyond a simple focus on compliance to explore the strategic principles of proactive patient safety, risk reduction, and continuous improvement. We will explore how to translate mission and vision into measurable quality objectives, engage staff and clinicians in a culture of quality, and use data to demonstrate the impact of your work. The curriculum is informed by the foundational work of global academics like Dr. Donald Berwick, a leading figure in the field of quality improvement in healthcare. His principles of patient-centered care and system-level improvement provide a valuable lens for understanding how to build a QMS that truly serves its purpose. This program provides a clear blueprint for turning a complex healthcare organization into a reliable and high-performing system that delivers safe, effective, and patient-centered care. BIG BEN Training Center is committed to empowering professionals to maximize their impact on patient outcomes.

Target Audience / This training course is suitable for:

- Hospital administrators and managers.
- Clinical staff (doctors, nurses, technicians).
- Quality assurance and improvement specialists.
- Patient safety officers.
- Risk managers.
- Compliance officers.
- Healthcare leaders.

Target Sectors and Industries:

- Hospitals and clinics.
- Pharmaceuticals and medical devices.
- Public health organizations.
- Home healthcare services.
- Medical laboratories.
- Mental health facilities.
- Government agencies and healthcare regulators.

Target Organizations Departments:

- Quality and Patient Safety.
- Clinical Operations.
- Risk Management.
- Compliance.
- Nursing Administration.
- Medical Records.
- Corporate Leadership.

Course Offerings:

By the end of this course, the participants will have able to:

- Design and implement a QMS in a healthcare setting.
- Translate regulatory requirements into practical quality objectives.
- Develop and document key patient care processes.
- Engage clinical and administrative staff in a culture of quality.
- Use data to measure and report on patient outcomes.
- Conduct an internal audit of healthcare QMS.
- Navigate the legal and ethical aspects of quality management.
- Develop a personal plan for leading a quality initiative.

Course Methodology:

This training course uses a highly interactive and case-based methodology to ensure participants gain actionable skills in healthcare quality management. The program incorporates detailed case studies of healthcare organizations that have successfully used QMS to improve patient safety and those that have been hit by major issues due to a lack of internal systems. We will use interactive workshops and process mapping exercises to practice critical skills like creating a patient flowchart, developing a quality manual, and conducting a simulated internal audit. The course includes a hands-on group project where participants will work together to create a full QMS plan for a fictional clinic. BIG BEN Training Center believes that hands-on training is essential for mastering these new ways of working. Our expert facilitators will guide discussions and provide personalized feedback, ensuring that participants leave with the confidence and practical experience needed to drive their organization toward excellence.

Course Agenda (Course Units):

Unit One: Introduction to Quality in Healthcare

- The unique context of healthcare.
- The principles of a healthcare QMS.
- Connecting quality to patient safety.
- Regulatory and accreditation standards.
- Building the business case for quality.

Unit Two: Designing the Healthcare QMS

- Mapping key patient care processes.
- Developing a quality manual for a hospital.
- Setting measurable quality objectives.
- Risk management in a clinical setting.
- The role of documentation and records.

Unit Three: Engaging Staff and Patients

- The role of leadership.
- Engaging clinical and administrative staff.
- Building a culture of quality.
- Patient-centered quality improvement.
- Communicating with patients and their families.

Unit Four: Performance Measurement and Reporting

- Using data to measure patient outcomes.
- Conducting internal audits.
- Management review and continuous improvement.
- Reporting on quality to leadership and regulators.
- Addressing patient complaints and non-conformities.

Unit Five: Sustaining a Culture of Quality

- The role of technology in healthcare.
- Integrating a QMS with an electronic health record.
- Leading a quality improvement initiative.
- Building a legacy of excellence.
- Developing a personal action plan.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can healthcare organizations, which are under immense pressure for clinical output, create the necessary time and resources to implement a Quality Management System that truly improves patient safety and outcomes?

What unique qualities does this course offer compared to other courses?

This training course is a highly specialized program that focuses on the critical, yet often overlooked, application of quality management principles to the healthcare sector. We go beyond a simple focus on private sector models to provide a holistic framework for managing quality in an environment where the stakes are a matter of life and death. Our curriculum is tailored to address the specific needs of healthcare professionals, providing them with the frameworks to manage not just the clinical care but also the operational excellence required to achieve it. The course distinguishes itself by emphasizing not only the technical skills needed to document processes but also the strategic and leadership skills required to build a sustainable culture of quality. By focusing on both the practical and the mission-driven aspects of quality management, this program provides an invaluable skill set that is essential for any professional committed to a career in healthcare.